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BELLSOUTH

BellSouth
Suite 900
1133-21st Street, N.W.
Washington, D.C. 20036-3351

ben.almond@bellsouth.com

Ben G. Almond
Vice President-
Federal Regulatory

202 463-4112
Fax 202 463-4198

September 28, 2000

Mr. Dale N. Hatfield
Federal Communications Commission
445 12th Street SW, Room 7-C155
Washington, D.C. 20554

RE: Final Service Disruption Report

Dear Mr. Hatfield:

Pursuant to the requirements of the Commission's Order in CC Docket 91-273, released February 27, 1992, BellSouth Telecommunications, Incorporated submits a Final Service Disruption Report for a service outage that occurred on August 29, 2000.

The attached final report completes our response on the August 29, 2000 outage. It includes an update of the information previously provided in the 120-minute Service Disruption Report that was sent to the Commission's Watch Office on August 29, 2000.

If you have any questions concerning this report, please contact the undersigned.

- Sincerely,



Ben G. Almond
Vice President - Federal Regulatory

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

This Final Service Disruption report is filed by BellSouth Telecommunications Inc., in accordance with both the First and Second Report and Order Amendment of Part 63.100 of the Federal Communications Commission's rules. A 120-minute Initial Service Disruption Report for this August 29, 2000 Birmingham, Alabama outage was filed with the FCC Watch Officer on August 29, 2000.

GEOGRAPHIC AREA AFFECTED:

The Birmingham, Alabama Main and Toll DMS100® (BRHMALMTDS1) serves as the local switch for the business and residential community of Birmingham, Alabama in LATA 476. Local E911 calls route through this switch to the Birmingham Police Department and the Jefferson County Police, primarily handling end-user customer calls originating from the downtown area of Birmingham.

DURATION OF OUTAGE:

On August 29, 2000, the Birmingham Main and Toll switch was unable to complete 911 calls from 05:35PM EDT until 06:10PM EDT. E911 service was disrupted for a total duration of 35 minutes.

ESTIMATED NUMBER OF CUSTOMERS AFFECTED:

Approximately 55,999 customers served by the Birmingham Main and Toll switch were at risk of being impacted during this service disruption.

TYPES OF SERVICE AFFECTED:

911 services only were impacted during this outage.

ESTIMATED NUMBER OF BLOCKED CALLS:

There were 52 blocked calls to 911 during this disruption.

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

The emergency service trunk group carrying traffic between the Birmingham Main and Toll DMS100® end office and the Birmingham Oak Mountain E911 tandem switch was incorrectly provisioned. As a result of a translations error, the trunks would not release properly after a call was completed. The "failure to release" caused all members of the group to be held in a false "call processing busy state" and no further calls could be completed. Service was restored by manually releasing the trunks.

ROOT CAUSE:

Procedural - Telco

The trunks carrying E911 traffic between the Birmingham Main and Toll end office and the Birmingham Oak Mountain E911 tandem were incorrectly provisioned.

METHODS USED TO RESTORE SERVICE:

BellSouth restored service was restored by correcting the translation error and manually releasing each of the emergency service trunks.

STEPS TO PREVENT RECURRENCE:

BellSouth had issued Translations Bulletin 2000-tb-53 on May 25, 2000, which addressed how emergency service trunks from a DMS100® end office to a 911 tandem should be provisioned. Each state in BellSouth's region was to check the datafill of their emergency service trunks. It was determined this particular group was overlooked during the process.

BellSouth reissued the bulletin and has received a positive written response from the translations support staff noting the datafill of all emergency service trunks have been verified and/or changed.

In addition, technical support has requested the switch vendor's input regarding this incident.

EVALUATION OF EFFECTIVENESS AND APPLICATION OF NRC RECOMMENDATIONS AND BEST PRACTICES

Having reviewed the Network Reliability Council's Compendium of Technical Papers, Section C, Paragraph 5.1.1 indicates "translation input error" is a common cause of reported system outages. Paragraph 5.1.3.2 "Telco Procedural Recommendations" reiterates the need to identify and eliminate the root cause of procedural errors. A root cause analysis and investigation was performed and identified issues have been addressed.

Additional Information about Service Disruption

Date of Incident: 08/29/2000

Location of Incident: Birmingham, Alabama

1. Has the root cause occurred before on this particular system? (If yes, explain)

No

2. Is there any (facility) diversity element in this system? (If yes, explain)

No

3. Is the 911 system tied to a tandem? If so, did tandem switch go out?

Yes, Birmingham-Oak Mountain tandem

No, the tandem switch did not go out and was not impacted by this disruption.

4. Was the role of the PSAP(s) lost? (Could the PSAP(s) function?)

No, the role of the PSAP was not lost.

5. Were there any intercept (special announcement) messages available? If yes, what kind.

No

6. Were any major emergencies missed because of the outage?

No

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☒ 120 Minute
Initial Report**SERVICE DISRUPTION**☐ 72 Hour Initial
Report**TO:**
FCC Watch Officer
Washington, D. C.**FAX No.:** (202)-418-2812 or
FAX No.: (202)-418-2813
Tel. No.: (202)-632-6975

OR

TO:
FCC Watch Officer
Columbia Operations Center
Columbia, Maryland**FAX No.:** (301)-725-2521
Tel. No.: (301)-725-2278**FROM:**

BellSouth Telecommunications

Reported Initiated By: Mike White

Contact No.: (404-321-2516)

Date of Incident: 8-29-2000 Time of Incident: 05:35 AM

☐ EST
☒ CST☒
☐

Date of BST's Knowledge of Incident: 8-29-2000 Time of Knowledge: 05:45 AM

☐ EST
☒ CST☒
☐

Estimated Number of Customers Affected: Actual: 55,999 Potential: 55,999

Duration of Incident: 35 Minutes Estimated Number of Blocked Calls: 52

Geographic Area:		Types of Services Affected:	
City:	Birmingham	<input type="checkbox"/> Intra-Office	<input checked="" type="checkbox"/> 911
State:	Alabama	<input type="checkbox"/> Inter-Office	<input type="checkbox"/> Congestion
CLLI:	BRHMALMTDS1	<input type="checkbox"/> Intra-LATA	<input type="checkbox"/> Operator Services
LATA #:	476	<input type="checkbox"/> Inter-LATA	<input type="checkbox"/> LIDB/800
<input type="checkbox"/> Rural	<input checked="" type="checkbox"/> Metro	<input type="checkbox"/> Suburban	

Switch Types:		Category of Incident Which Makes this Reportable:		
<input type="checkbox"/> ATT 1AESS	<input type="checkbox"/> NTI DMS 200	<input type="checkbox"/> Local Switch	<input type="checkbox"/> SS7	<input checked="" type="checkbox"/> >50,000 Lines
<input type="checkbox"/> ATT 5ESS	<input type="checkbox"/> NTI STP	<input type="checkbox"/> TOPS	<input type="checkbox"/> Congestion	<input type="checkbox"/> 30,000 to 49,999 Lines
<input type="checkbox"/> ATT STP	<input type="checkbox"/> Siemens EWSD	<input type="checkbox"/> Tandem (Local)	<input type="checkbox"/> Facility	<input type="checkbox"/> Fire
<input checked="" type="checkbox"/> NTI DMS 100	<input type="checkbox"/> Ericsson STP	<input type="checkbox"/> Tandem (LATA)	<input type="checkbox"/> Special 911	<input type="checkbox"/> FAA/Media Attention
<input type="checkbox"/> NTI DMS 100/200	<input type="checkbox"/> Alcatel STP			
<input type="checkbox"/> OTHER:				

Apparent or Known Cause of Incident: To Be Determined

Methods to Restore Service: To Be Determined

Steps to Prevent Recurrence: To Be Determined

BST Contact: B. G. Almond Director - Federal Regulatory Tel. #: (202)-463-4112 FAX #: (202)-463-4198	Date Faxed to FCC: Time Reported To FCC: _____ AM _____ PM FCC Contact: _____	<input type="checkbox"/> EST <input type="checkbox"/> CST	<input type="checkbox"/> <input type="checkbox"/>
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